

# **Recovery Oriented System Indicators (ROSI) Survey**

## **FY 2010 Survey Results**

Virginia Department of Behavioral Health and  
Developmental Services (DBHDS)

# ROSI Background: National

## ***Mental Health Recovery: What Helps and What Hinders?***

### **– CMHS<sup>\*</sup>-sponsored NASMHPD<sup>\*\*</sup> national research project involving 8 States:**

- **Arizona** Department of Health Services
- **Hawaii** Adult Mental Health Division
- **New York** State Office of Mental Health
- **Oklahoma** Department of MH & SA Services
- **Rhode Island** Department of MH/MR
- **South Carolina** Department of Mental Health
- **Texas** Health and Human Services Commission
- **Washington** Department of Social and Health Services

### **– Developed and tested the 42 Item ROSI Survey**

– <sup>\*</sup> Federal Center for Mental Health Services

– <sup>\*\*</sup> National Association of State Mental Health Program Directors

# ROSI Background: National

**The 42 items that make up the ROSI Survey are categorized into the following eight domains:**

- ***Meaningful Activities*** (involves the findings that work, education, voluntary and/or group advocacy activities that are meaningful to the individual facilitate recovery)
- ***Basic Material Resources*** (involves the findings that recovery from mental illness is incumbent on basic material resource needs being met).
- ***Peer Support*** (involves the findings that peer support and consumer operated services in a myriad of forms facilitate recovery).
- ***Choice*** (involves the findings that having choices, as well as support in the process of making choices, regarding housing, work, social, service, treatment as well as other areas of life facilitate recovery).
- ***Social Relationships*** (involves the findings concerning the roles social and personal relationships play in facilitating recovery).
- ***Formal Service Staff*** (involves the findings as to the critical roles formal service staff play in helping or hindering the recovery process).
- ***Formal Services*** (involves the findings that formal service systems' culture, organization, structure, funding, access, choice, quality, range, continuity and other characteristics can help or hinder the process of recovery).
- ***Self/Holism*** (involves the findings that characteristics that relate to one's sense of self, such as self-reliance, as well as having a holistic and human rights focus can facilitate recovery, and other such characteristics, such as low self-esteem, can hinder recovery).

# ROSI Background: Virginia

## **2005: CMS<sup>\*</sup> ‘Real Choice Systems Change’ grant-funded ROSI survey pilot**

- conducted by MH service recipients trained by VOCAL<sup>\*\*</sup>
  - Surveyed 610 adults receiving mental health services
  - Associated with 11 Community Service Boards (CSBs)

## **2006: DMHMRSAS<sup>\*\*\*</sup> System Transformation Initiative Data/Outcomes Measures Workgroup**

- Endorsed use of the ROSI as one standard measure of achieving our vision of: “self-determination, empowerment, recovery, resilience...”

– \* Federal Center for Medicaid and Medicare Services

– \*\* “Virginia Organization of Consumers Asserting Leadership”

– \*\*\* Former acronym for DBHDS

# ROSI Virginia : Expanded Use

## **FY08 Partnership Agreements:**

- The *partners* agree, to the greatest extent possible, to use the ROSI or a similar mechanism to assess the consumer recovery orientation of the CSB.

## **FY09 DBHDS created web-based ROSI and data entry systems for paper versions (added Spanish online and paper versions in FY10)**

## **FY10 Performance Contract:**

- CSBs shall administer the ROSI Consumer Survey
  - sample of 5% or a minimum of 70 individuals with serious mental illness receiving mental health services from the Board
  - Complete the ROSI Provider Survey (13 item survey) annually.

# FY 2010 ROSI Survey Method

- Between January and April 2010, all 40 CSBs conducted the ROSI survey with 3,559 adult service recipients of mental health services.
- 24 CSBs – used online version (n=1,596)
- 22 CSBs – used paper version/data entry system (n=1,963)
  - (One CSB's survey data was lost due to problems with the DBHDS online version)

## Respondents (n=3,559) by Category:

### Gender

Female	1788
Male	1579
Missing	192

### Age Groups

Ages 1-17	12
Ages 18-34	729
<b>Ages 35-64</b>	<b>2257</b>
Ages 65 +	171
Missing	390

### Time in Treatment

1. Less than 1 year	254
2. 1 to 2 years	367
3. 3 to 5 years	505
<b>4. More than 5 years</b>	<b>2176</b>
Missing	257

### Education

1. Less than High School	743
<b>2. High School/GED</b>	<b>1430</b>
3. College/Technical Training	843
4. Graduate School	193
5. Other	123
Missing	227

### Racial Groups

1. American Indian/Alaskan	77
2. Asian	51
<b>3. Black/African American</b>	<b>986</b>
4. Hawaiian/Pacific Isle	9
<b>5. White</b>	<b>2017</b>
6. More than One	84

### Hispanic

1. yes	151
<b>2. no</b>	<b>2598</b>
missing	810

# Survey Analysis

- Using Microsoft Access and SPSS
  - Average scores from 1 to 4
    - 1 = strongly disagree
    - 2 = disagree
    - 3 = agree
    - 4 = strongly agree
  - % responding
    - Yes = agree or strongly agree
    - No = disagree or strongly disagree
    - N/A = does not apply to me
    - Blank = no response



# Survey Findings

- On average, respondents rated their mental health system's recovery orientation very positively in the domains of formal service staff, formal services, and social relationships;
  - with average scores of 3.333, 3.328, and 3.301 respectively
  - (i.e., well above 3 = “Agree”).

# Survey Findings

- Respondents also rated positively their mental health system's recovery orientation in the domains of choice, basic material resources, and peer support;
  - with average scores of 3.184, 3.038, and 3.018 respectively.

# Survey Findings

- Respondents were less positive about their mental health system's recovery orientation in the domains of meaningful activities and self/holism,
  - with average scores of 2.974 and 2.915 respectively (i.e., below 3).
- Overall, the average score for all eight domains was positive at 3.149.

# Survey Findings

- Survey items that appeared to make the biggest difference in whether the mental health system was considered truly recovery oriented were:
  1. Having a peer advocate to turn to.
  2. Receiving help to get or keep employment.
  3. Having a say about what happens in a crisis.
  4. Having a chance to advance in education.

# 8 ROSI Recovery Domains Ranked

Average Score divided by 4 = Grade

- Formal Service Staff -  $3.33/4 = 83.3$ 
  - Formal Services -  $3.33/4 = 83.3$
- Social Relationships -  $3.30/4 = 82.5$ 
  - Choice -  $3.18/4 = 79.5$
- Basic Material Resources -  $3.04/4 = 76.0$ 
  - Peer Support -  $3.02/4 = 75.5$
- Meaningful Activities -  $2.97/4 = 74.3$ 
  - Self/Holism -  $2.91/4 = 72.8$
- Average for all 8 Domains -  $3.15/4 = 78.7$

# Survey Item Scores by ROSI Recovery Domains

- Each ROSI Recovery Domain is made up of selected items in the survey.
  - If two-thirds or more of the selected items were answered by respondents, their average scores were included in the Domain score.
  - If the item was worded in the negative, the scoring was reversed for the Domain score.
- The following slides show both average scores and the percent of respondents who agreed (“% “Yes”) by survey item.

# Findings: Formal Service Staff

**Formal Service Staff Domain** – Avg. Score = 3.33

– *the critical roles formal service staff play in helping or hindering the recovery process*

## **% 'Yes': Survey Item (average score)**

- 89%: Staff respect me as a whole person. (3.33)
- 84%: Staff treat me with respect regarding my cultural background. (3.57)
- 81%: Staff believe that I can grow, change and recover. (3.48)
- 81%: Staff listen carefully to what I say. (3.44)

# Findings: Formal Service Staff

## Formal Service Staff continued

### % 'Yes': Survey Item (average score)

- 76%: Staff see me as an equal partner in my treatment program (3.36)
- 69%: My treatment plan goals are stated in my own words. (3.25)
- 22%: Staff lack up-to-date knowledge on the most effective treatments. (1.84)
- 19%: Staff do not understand my experience as a person with mental health problems. (1.92)



# Findings: **Formal Services**

## **Formal Services Domain** – Avg. Score = 3.33

- *the systems' culture, organization, structure, funding, access, choice, quality, range, continuity and other characteristics can help or hinder the process of recovery*

### **% 'Yes': Survey Item (average score)**

- 80%: Mental health staff support my self-care or wellness. (3.43)
- 77%: The doctor worked with me to get on medications that were most helpful for me. (3.48)
- 76%: Mental health staff help me build on my strengths. (3.31)
- 72%: I have information and/or guidance to get the services and supports I need. (3.30)
- 67%: I can see a therapist when I need to. (3.25)

# Findings: **Formal Services**

## **Formal Services continued**

### **% 'Yes': Survey Item (average score)**

- 48%: My family gets the education or supports they need to be helpful to me. (2.86)
- 17%: I cannot get the services I need when I need them. (1.88)
- 14%: The mental health staff ignore my physical health. (1.84)
- 12%: Mental health services have caused me emotional or physical harm. (1.73)
- 6%: Staff use pressure, threats or force in my treatment. (1.23)

# Findings: **Social Relationships**

**Social Relationships Domain** — Avg. Score = 3.30  
— *the roles social and personal relationships play in facilitating recovery*

## % 'Yes': Survey Item (average score)

- 90%: There is at least one person who believes in me. (3.40)
- 24%: I do not have the support I need to function in the roles I want in my community. (2.05)
- 10%: Mental health staff interfere with my personal relationships. (1.41)

# Findings: **Choice**

## **Choice Domain** – Avg. Score = 3.18

- *having choices, as well as support in the process of making choices, regarding housing, work, social, service, treatment as well as other areas of life facilitate recovery*

### **% ‘Yes’: Survey Item (average score)**

- 77%: Staff give me complete information in words I understand before I consent to treatment or medication. (3.41)
- 66%: I have a say in what happens to me when I am in crisis. (3.19)
- 62%: My right to refuse treatment is respected. (3.19)
- 25%: I do not have enough good service options to choose from. (2.07)

# Findings: Basic Material Resources

## **Basic Material Resources Domain** — Avg. Score = 3.04

— *(recovery from mental illness is incumbent on basic material resource needs being met).*

### **% 'Yes': Survey Item (average score)**

- 82%: I have a place to live that feels like a comfortable home to me (3.21)
- 76%: Staff stood up for me to get the services and resources I needed (3.40)
- 72%: Mental health services helped me get medical benefits that meet my needs. (3.16)

# Findings: Basic Material Resources

## Basic Material Resources continued

### % 'Yes': Survey Item (average score)

- 66%: I have reliable transportation to get where I need to go. (3.10)
- 58%: I have housing that I can afford. (3.08)
- 50%: Mental health services helped me get housing in a place I feel safe. (2.91)
- 47%: I have enough income to live on. (2.42)

# Findings: Peer Support

## **Peer Support Domain – Avg. Score = 3.02**

*– peer support and consumer operated services in a myriad of forms facilitate recovery*

### **% ‘Yes’: Survey Item (average score)**

- 75%: I am encouraged to use consumer-run programs (e.g., support groups, drop-in centers, etc.) (3.12)
- 50%: There was a consumer peer advocate to turn to when I needed one. (2.91)
- 47%: There are consumers working as paid employees in the mental health agency where I receive services. (2.97)

# Findings: Meaningful Activities

## **Meaningful Activities Domain – Avg. Score = 2.97**

– *(work, education, voluntary and/or group advocacy activities that are meaningful to the individual facilitate recovery).*

### **%‘Yes’: Survey Item (average score)**

- 78%: Staff encourage me to do things that are meaningful to me. (3.39)
- 47%: I have a chance to advance my education if I want to. (2.83)
- 25%: Mental health services helped me get or keep employment. (2.46)



# Findings: **Self/Holism**

## **Self/Holism Domain** – Avg. Score = 2.91

- *characteristics that relate to one's sense of self, such as self-reliance, as well as having a holistic and human rights focus can facilitate recovery and other such characteristics, such as low self-esteem, can hinder recovery*

### **% 'Yes': Survey Item (average score)**

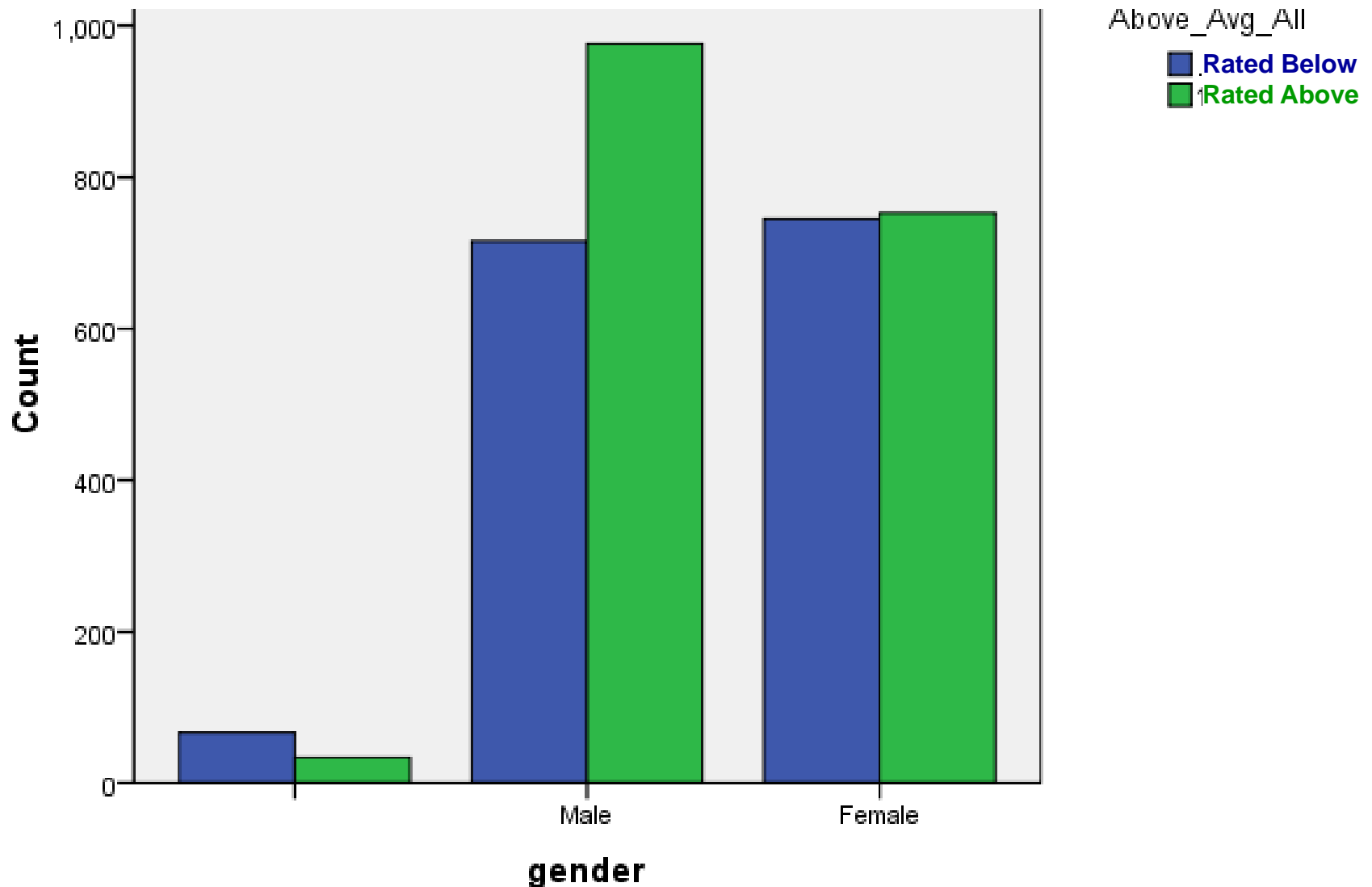
- 78%: Services help me develop the skills I need. (3.07)
- 38%: Mental health services led me to be more dependent, not independent. (2.30)
- 22%: I lack the information or resources I need to uphold my client and basic human rights. (2.01)

# 42 Items Average Score = 3.15

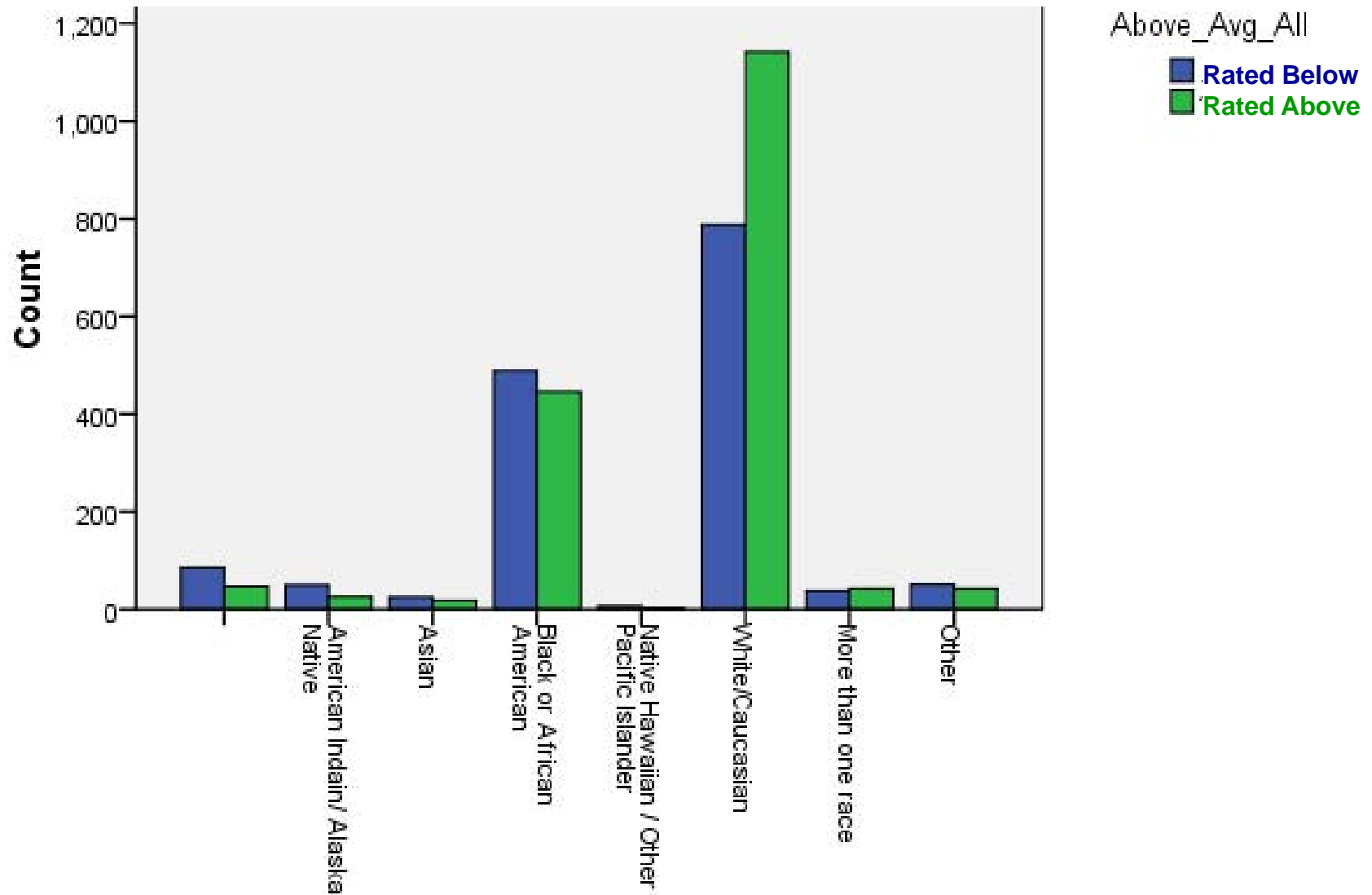
54% of 3,291 respondents scored their system's recovery orientation above average and 46% below average

- **% Scored above average - by category**
  - Gender: Male 58%, Female 50%
  - Race: White 59%, African Amer./Black 48%
  - CSB Type: Rural 57%, Urban 50%
  - Housing:
    - » own home 59%, supervised apartment 47%,
    - » boarding home 39%, homeless 23%

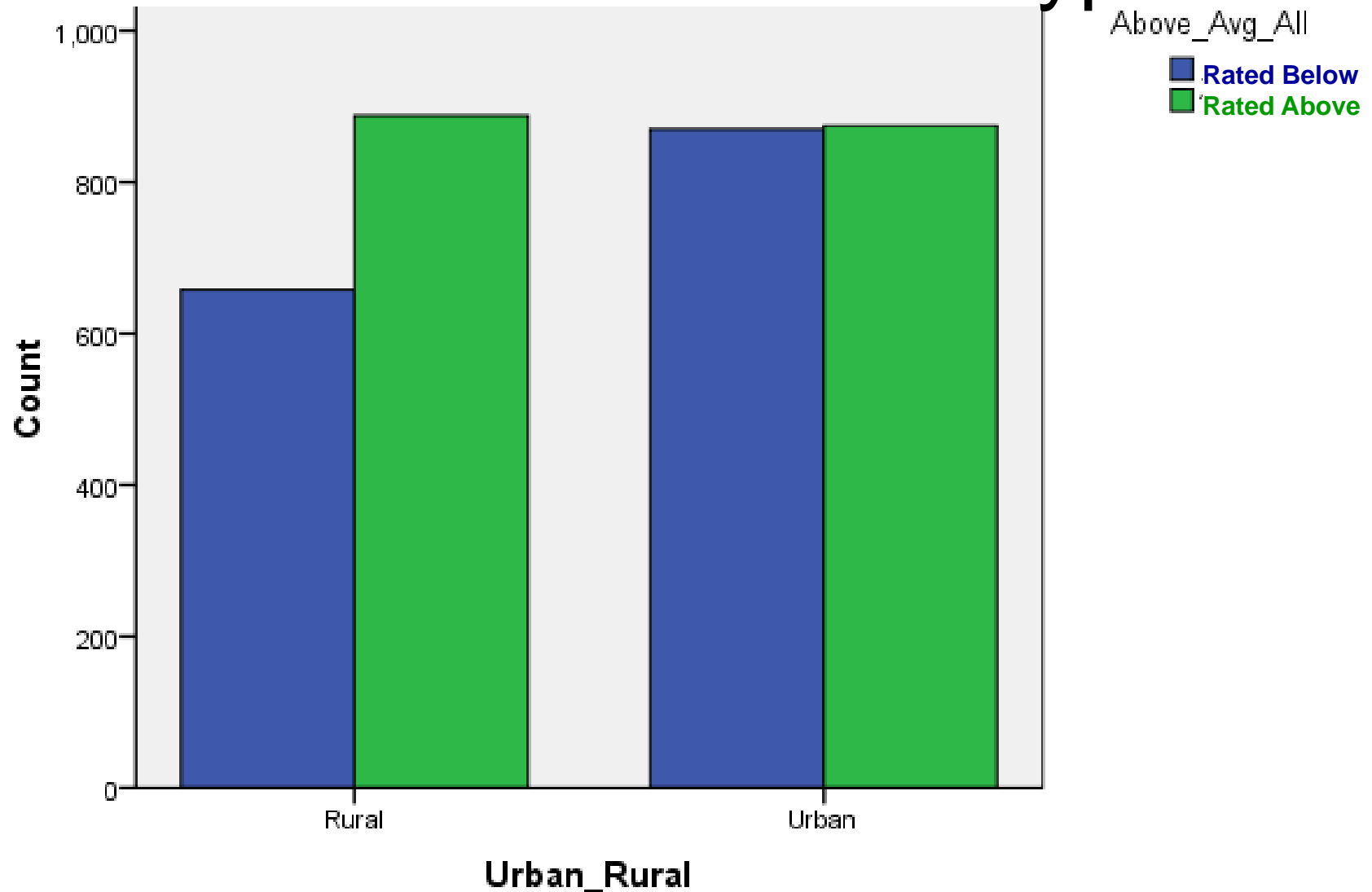
# Above or Below Avg. by Gender



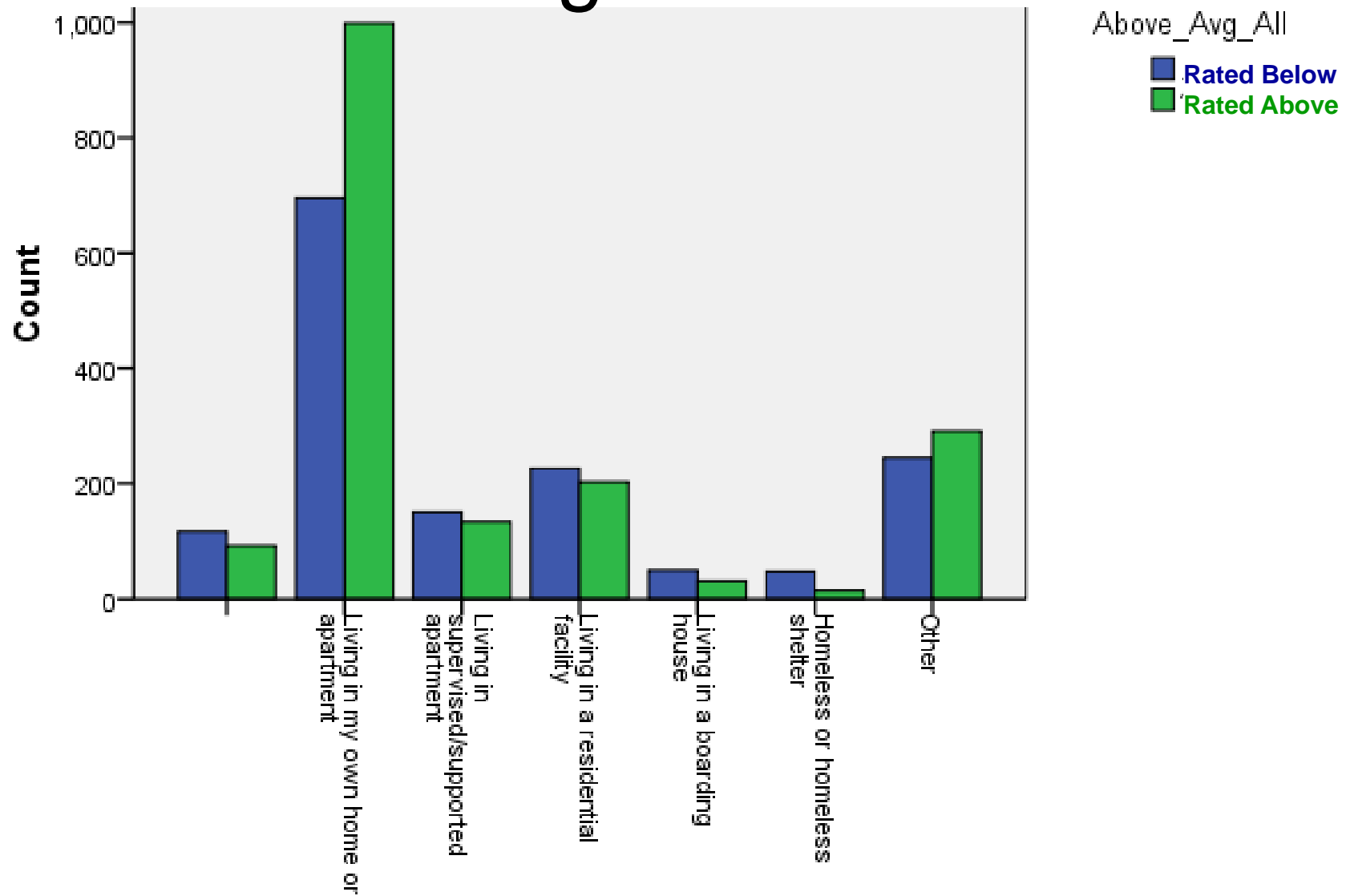
# Above or Below Avg. by Race



# Above or Below Avg. by CSB Urban or Rural Type



# Above or Below Avg. by Living Situation



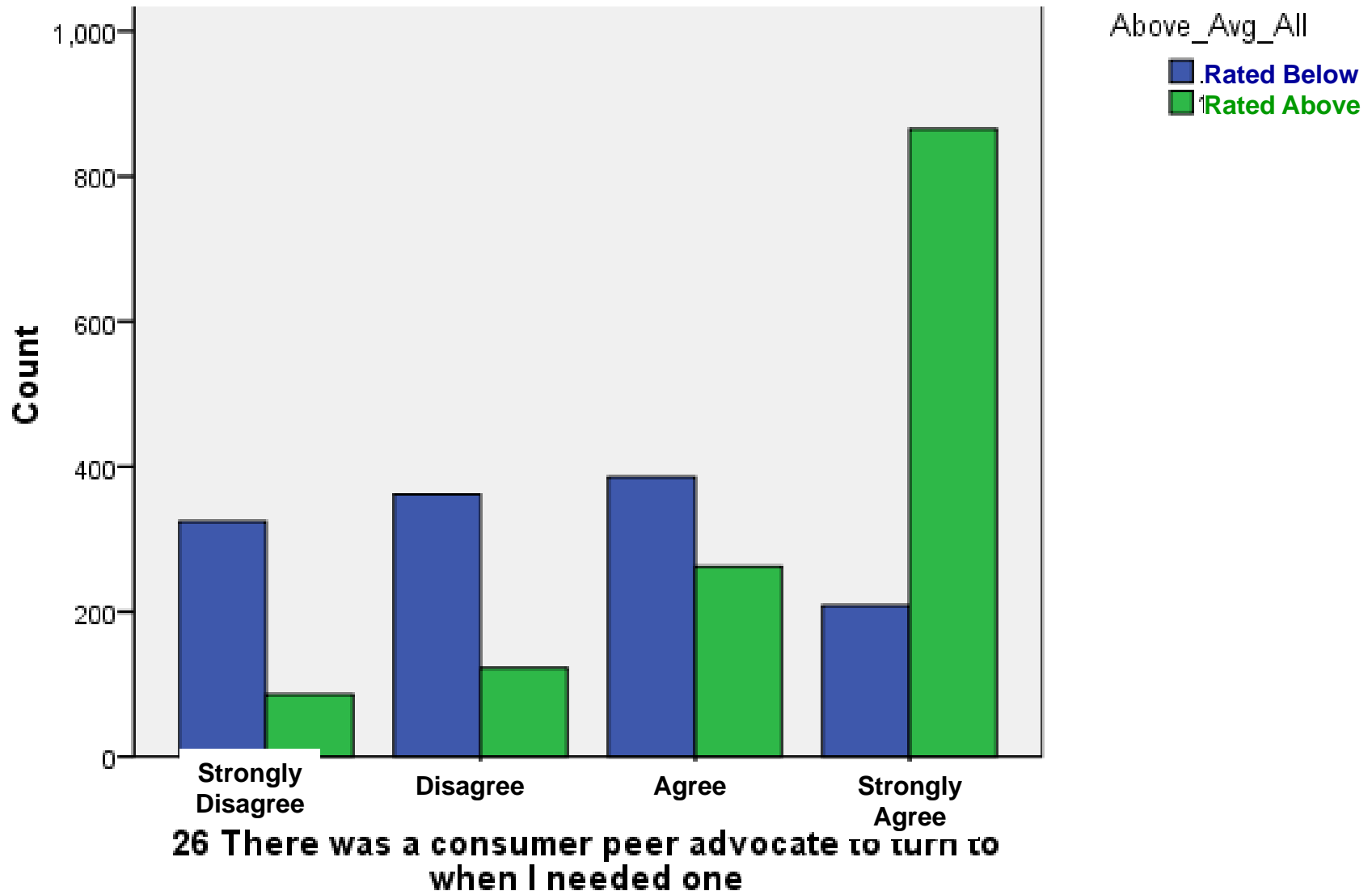
# 42 Items Average Score = 3.15

- 54% scored their system's recovery orientation above average and 46% below average

## Which items make the most difference?

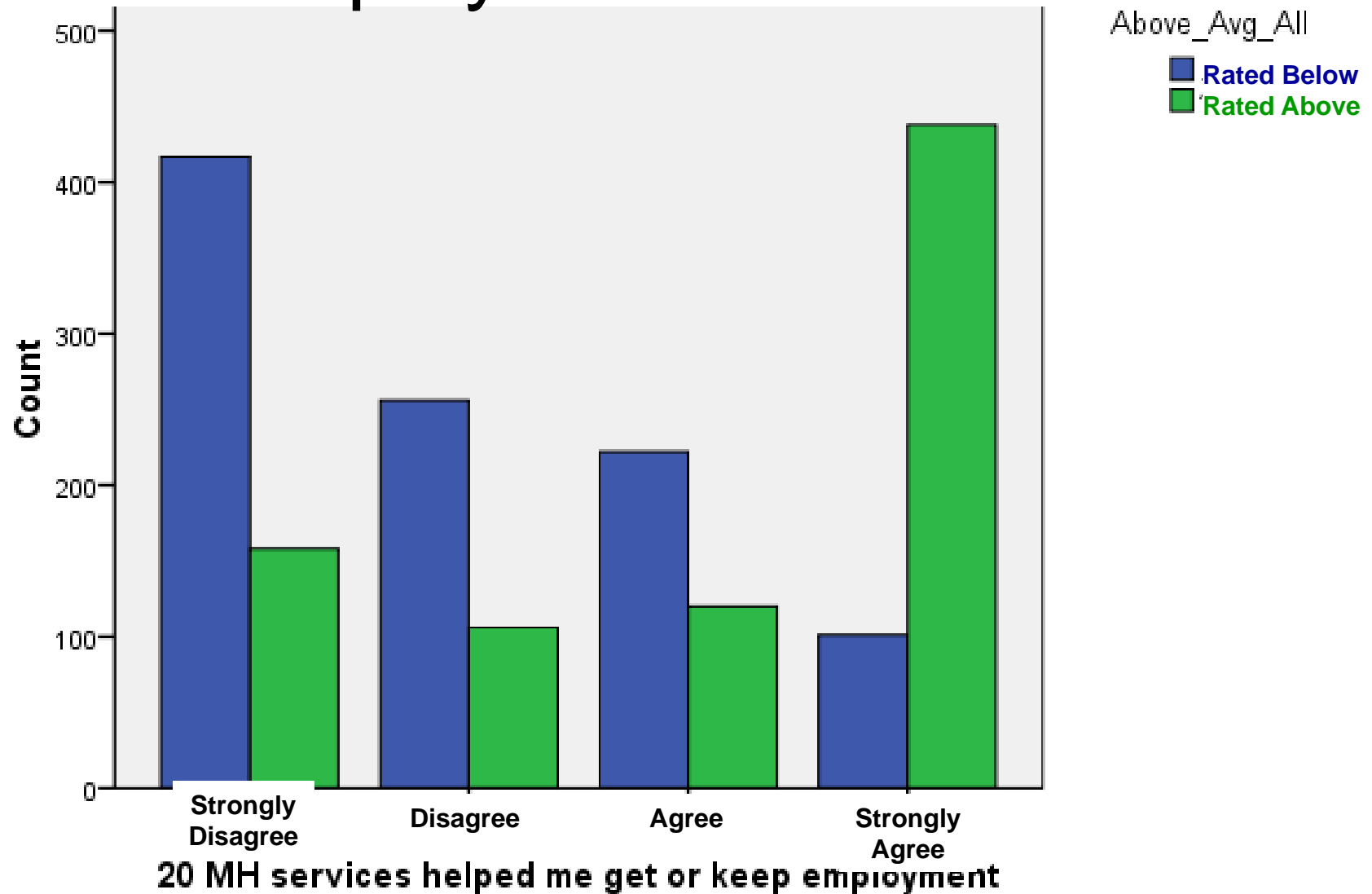
- % 'Yes' Above vs Below: Survey Item (average scores)
  - 84% vs 47%: **Peer advocates** to turn to (3.43 vs 2.37)
  - 68% vs 33% Help getting/keeping **employment** (3.02 vs 2.01)
  - 91% vs 57%: **A say in what happens** in crisis (3.66 vs 2.67)
  - 77% vs 42%: Chance to advance **education** (3.30 vs 2.32)

# Above or Below Avg. by Peer Advocate

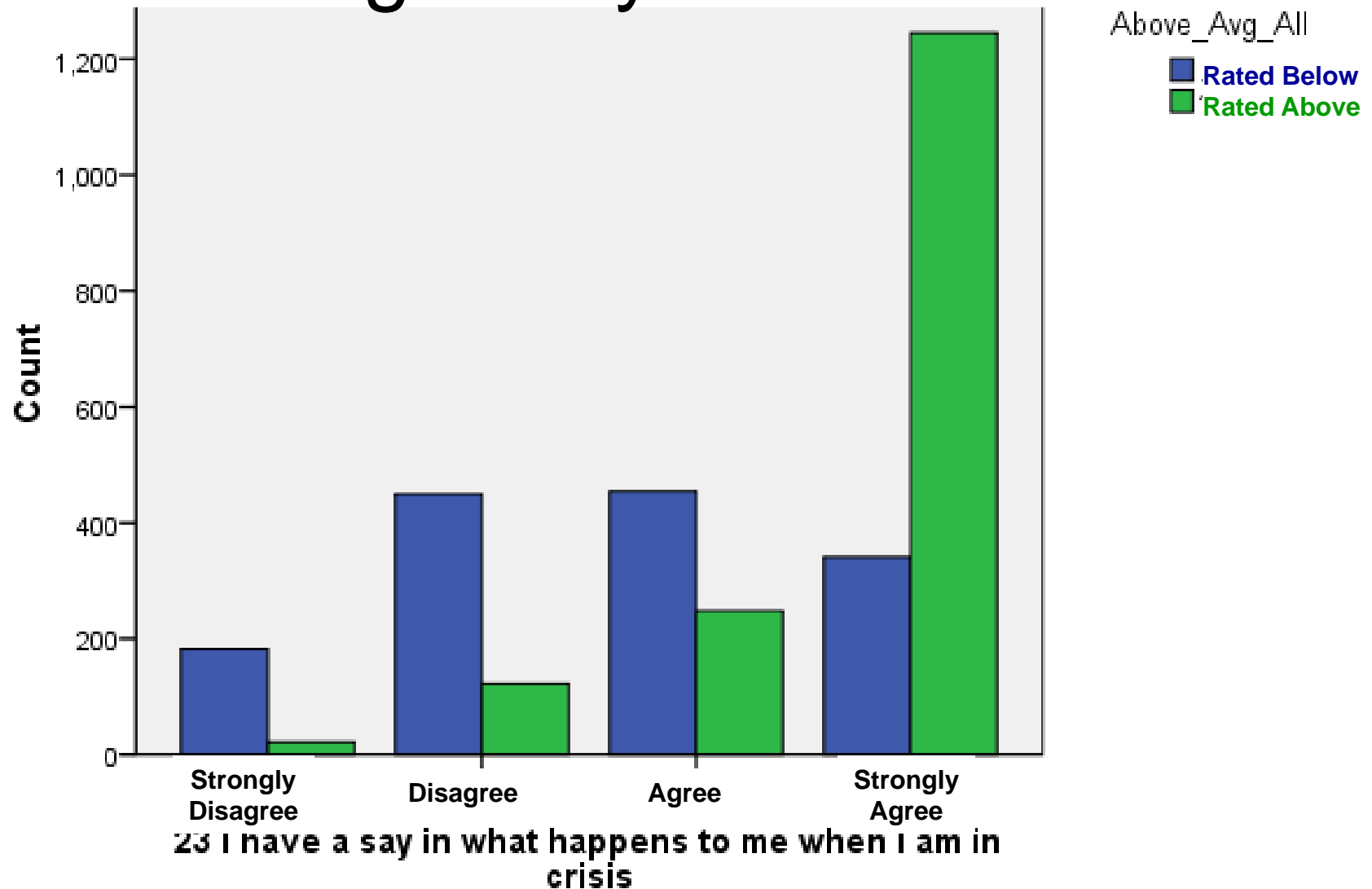




# Above or Below Avg. by Employment Assistance



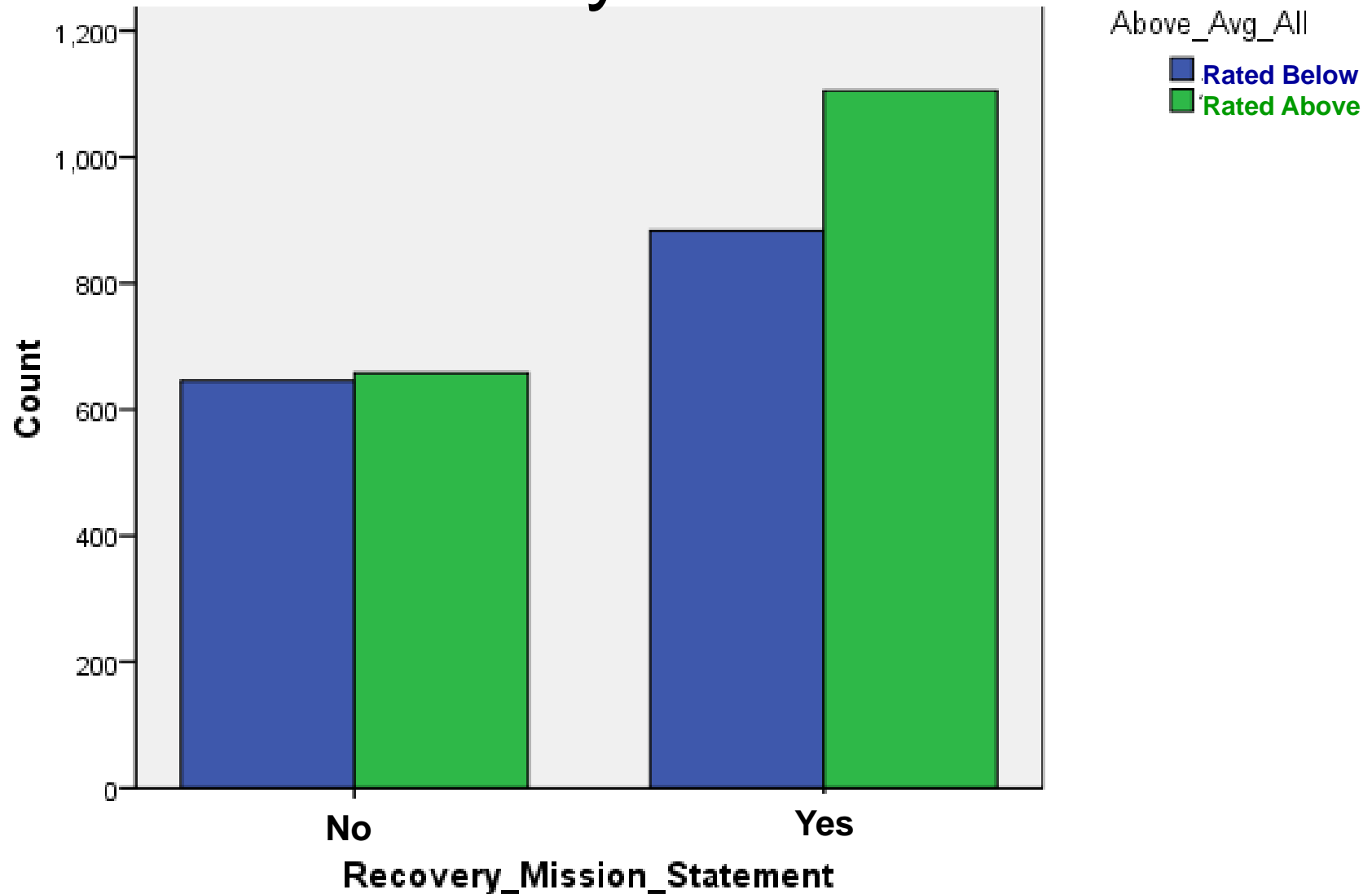
# Above or Below Avg. by Having a Say when in Crisis



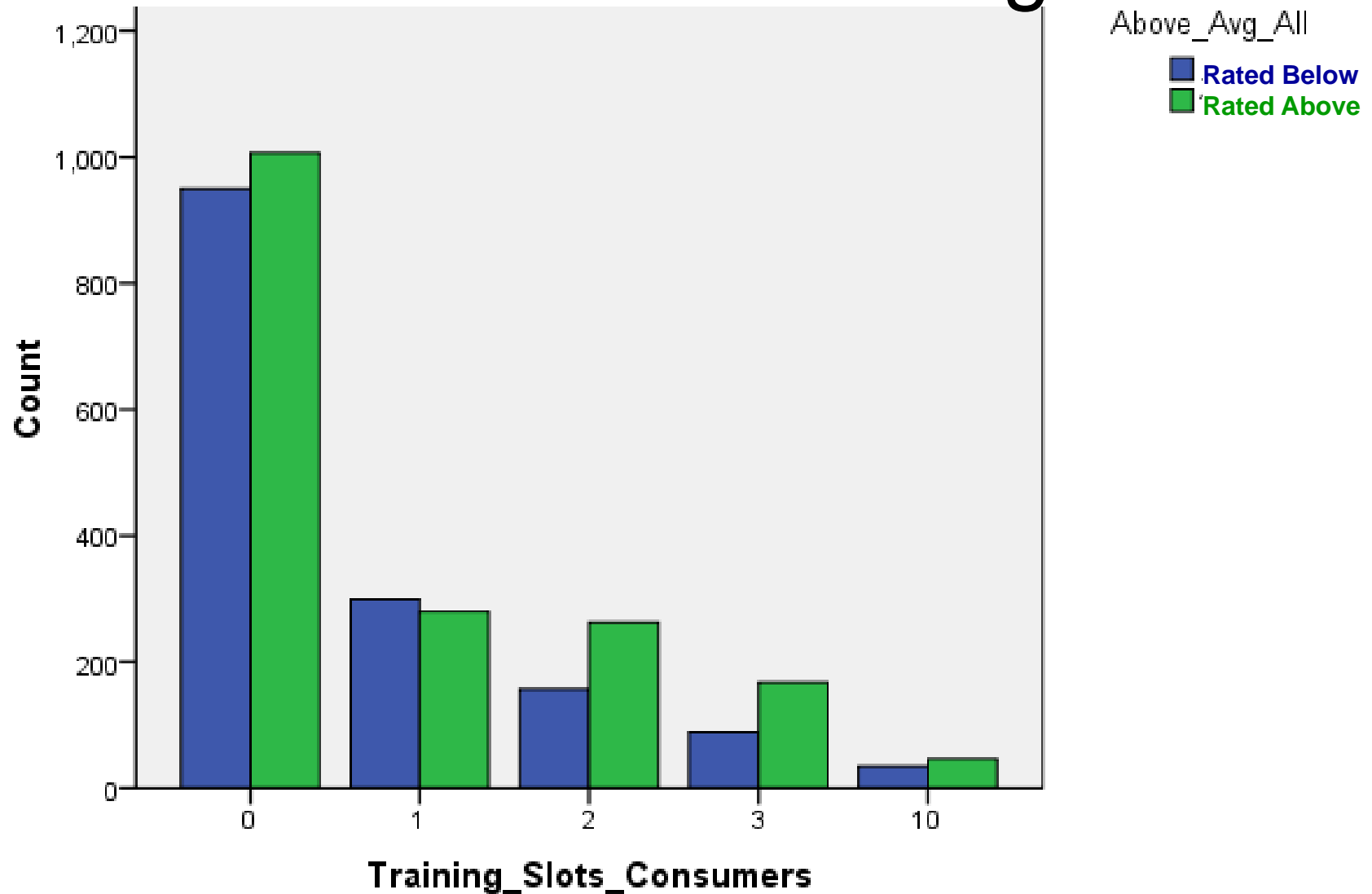
# CSB Provider Survey

- Selected CSB responses in Provider Surveys significantly tied to above average scores:
  - 60% of CSBs have a recovery oriented mission statement
  - 41% of CSBs have peer training slots for consumers
  - 42% of CSBs provide help with advance directives
- Do these make a difference in consumers' perception of the CSB's recovery orientation?

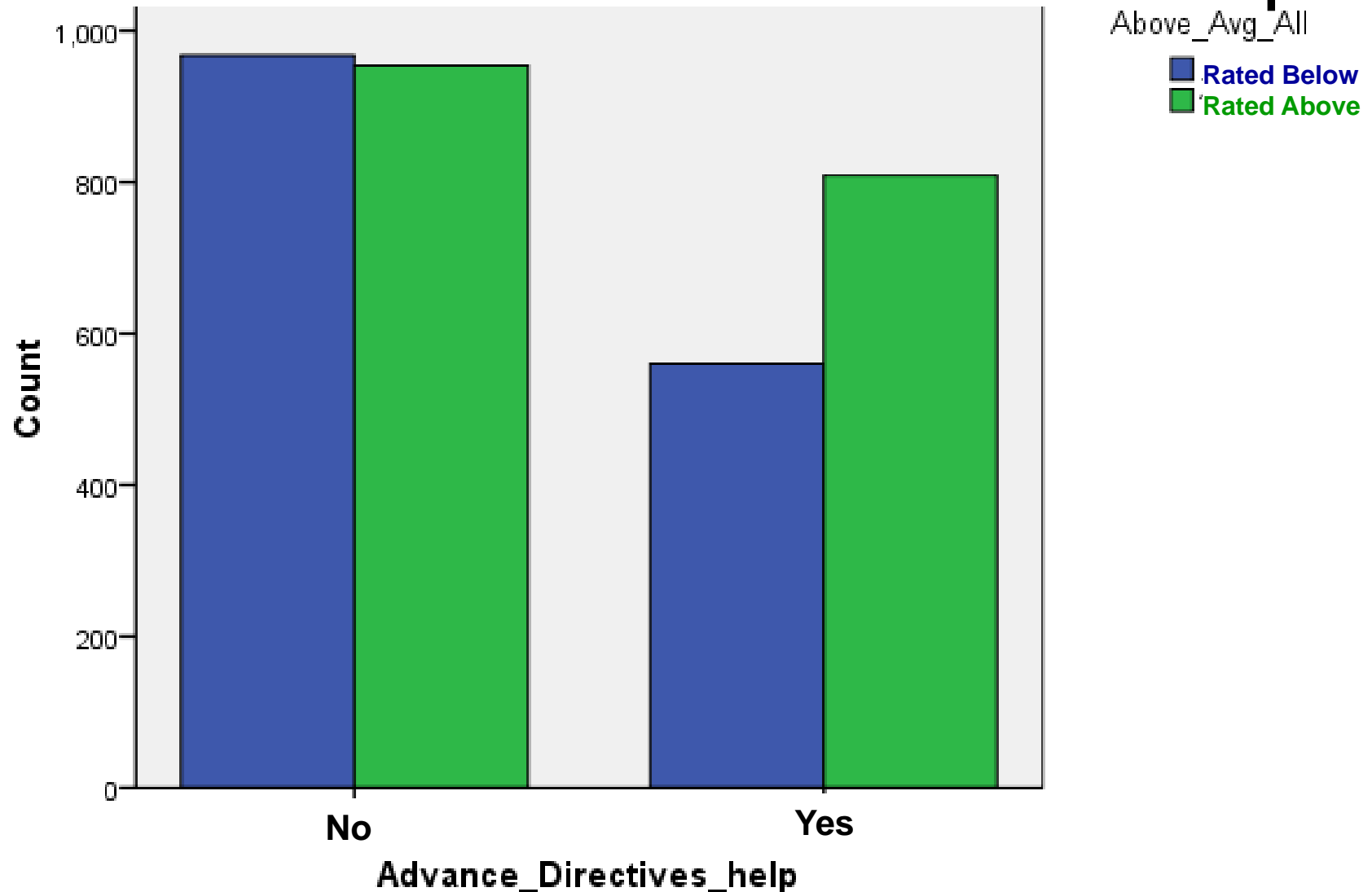
# Above or Below Avg. by CSB's Recovery Mission Statement



# Above or Below Avg. by CSB's # of Peer Training Slots



# Above or Below Avg. by CSB's Advanced Directives Help



# Next Steps

- DBHDS and CSBs will continue to conduct the ROSI survey each year.
- DBHDS analyses and provides results to each CSB and publishes statewide results.
- CSB staff share results with the individuals they serve and discuss how improvements might be made to become more recovery oriented.